

LIBRARY SUPERVISOR I

NATURE OF WORK

This is supervisory work managing and coordinating the activities of a mini branch library, or the circulation services of the main library or a major branch.

Work involves responsibility for the application of standard library policies and procedures. The nature of work is such that employees have considerable independence of action in the disposition of routine work matters, in handling complaints, and giving information to customers. Work involves application of experience and knowledge in circulation functions, public contact work and supervision. Work decisions are made in accordance with established policies and procedures. Work at a mini branch includes extensive public contact in providing effective library services, such as planning and conducting storytime for preschoolers, answering reference questions, performing readers advisory services and carrying out branch summer reading activities. Circulation services work includes supervising, training, coordinating and scheduling the activities of the loan desk staff. Supervision is received from a professional or an administrative supervisor with work being reviewed through observation of performance, frequent conferences and regular reports. Supervision may be exercised over paraprofessional and/or unclassified library personnel.

EXAMPLES OF WORK PERFORMED

Manages daily operation of mini branch library including overseeing condition of the building or bookmobile, and operation of equipment to insure the safety and convenience of customers and staff.

Maintains contact with outside agencies such as neighborhood groups, housing authority, community center boards and neighborhood schools in relation to library services.

Conducts orientation and training for new circulation staff; conducts staff training and development; trains and supervises unclassified personnel.

Deals with user complaints and answers staff questions about procedural difficulties and policies; recommends solutions to continuing problems.

Oversees routine operation of circulation services; ensures efficiency and consistency in provision of these services; schedules staff for loan desk assignments and other duties/projects.

Regularly selects materials from extension collection to maintain a balanced collection and to meet customer needs and requests.

Evaluates and interprets customers' questions; determines scope and nature of such questions and decides on appropriate library resources for response; refers complex or unusual questions to appropriate library department.

Interprets library policy concerning circulation, registration and damaged or lost materials.

Prepares storytime kits and sessions to stimulate children's interest in books and reading; participates in planning and implementing the annual systemwide children's summer reading program.

Answers directional and basic reference questions using standard reference tools; instructs customers in use of public access catalog.

Provides children's or adults' readers advisory services; acts as resource person in adult or children's literature.

Evaluates condition of materials and recommends binding, replacing, or withdrawing; evaluates condition of shelves and supervises shelving of materials and shifting of collection.

Applies on-line circulation system procedures to enhance service to customers, including placing holds, registering borrowers, and circulating and routing materials; balances receipts from fines and fees.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of library circulation policies and procedures, and library services.

Considerable knowledge of bibliographic search procedures in public access catalog.

Considerable knowledge of Dewey classification schedule.

Knowledge of standard library reference sources.

Knowledge of nonfiction and fiction categories for children and adults.

Some knowledge of professional library practices.

Ability to deal with the general public in a tactful and courteous manner.

Ability to assist customers in using and understanding library resources and services.

Ability to solve problems particularly with regard to application of circulation procedures and policies.

Ability to identify and interpret elements in bibliographic records.

Ability to communicate effectively both orally and in writing.

Ability to organize work and follow through on assignments with attention to detail.

Ability to establish and maintain effective working relationships with other employees.

Ability to train and motivate staff.

Ability to perform basic climbing, reaching and lifting in order to lift, move and retrieve materials.

Ability to interpret rules, regulations and policies, and to make decisions in accordance with established precedent.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with general course work in the liberal arts plus course work or formal training in library science, and considerable experience in providing library service to the public; and experience in a training capacity.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with general course work in the liberal arts and considerable experience in providing library service to the public; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid State of Nebraska driver's license is necessary for the satisfactory performance of duties for the position assigned to the bookmobile.

Approved By: _____
Department Head

Personnel Director

9/91

PS4120